

## **EDITED KSA LISTING**

### **CLASS: Business Manager II**

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*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
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	Knowledge of:
<b>K1</b>	Comprehensive knowledge of principles and practices of public and business administration as they relate to the operation of the institution, department and State government.
<b>K2</b>	General knowledge of principles, practices, and problems involved in managing the business services of a large, complex correctional facility, budgeting and accounting; personnel, health and safety, inmate hobby, procurement, supply, and warehousing operations; equipment repair and replacement, including garage operations; clothing issue, replacement, and laundry operations; and canteen operations, etc.
<b>K3</b>	Comprehensive knowledge of the principles, practices, and techniques of personnel management, employee supervision, and training in order to effectively direct and manage the organization.
<b>K4</b>	General knowledge of the principles of budget preparation, administration and control to effectively request operational resources, forecast expenditure needs of the institution and remain within budgetary authority.
<b>K5</b>	Comprehensive knowledge of a manager's/supervisor's responsibility for promoting equal opportunity in hiring, employee development, and promotion and for maintaining a work environment free of discrimination and harassment.

Bold text-indicates not on Classification Spec.

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#	Knowledge, Skill, Ability
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	Skill to:
<b>S1</b>	Effectively apply the principles of public and business administration in the areas of budgeting and accounting; personnel, health and safety, inmate hobby, procurement, supply, and warehousing operations; equipment repair and replacement, including garage operations; clothing issue, replacement, and laundry operations; and canteen operations, etc.
<b>S2</b>	Plan, organize, and direct the work of subordinate staff to ensure quality services.
<b>S3</b>	Plan, direct, organize, manage, and integrate maintenance and operation of the assigned business services function with other institutional programs in a large, complex correctional facility to maintain operational efficiency.
<b>S4</b>	Direct the inventory management of material, supplies, and equipment necessary to effectively maintain the physical facility, maintain adequate support for institutional staff, and serve the inmate population.
<b>S5</b>	Effectively apply interpersonal and communication techniques to secure and maintain the respect and cooperation of others, i.e., institution and departmental staff and inmates.
<b>S6</b>	Effectively coordinate business services support in responding to any emergencies or other forms of disruptions (i.e., inmate disturbances, natural disasters) to ensure the safety and security of the institution.
<b>S7</b>	Reason logically and creatively and use a variety of analytical and managerial techniques to resolve complex problems.
<b>S8</b>	Analyze situations and data accurately to develop and adopt an effective course of action.

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#	Knowledge, Skill, Ability
<b>S9</b>	Effectively communicate both orally and in writing to provide clear and concise information/ideas to different audiences.
<b>S10</b>	Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

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